

# CIVIC CENTER SUPERINTENDENT

**GRADE: 23**

**FLSA: EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Civic Center Superintendent performs difficult professional and administrative work in coordinating, promoting and supervising all Civic Center Complex activities, staff and buildings to ensure maximum efficiency and usage. The incumbent is responsible for coordination of capital improvement projects, F. Scott Fitzgerald Theatre productions, picnic and social events in Recreations and Parks facilities and grounds including the Glenview Mansion and the Croydon Creek Nature Center. The work requires a proactive approach involving contacts with the general public, users of facilities, local business leaders, contractors, City staff volunteer groups, and theatre and historical user groups. The incumbent follows functional policies and goals and makes accommodations to users within constraints of contracts, historic facility requirements and the safe use of all facilities under the general managerial direction of the Director of Recreation and Parks. The incumbent uses a team management approach working with Recreation and Parks staff and staff from other departments and is responsible for supervising full, part-time and volunteer staff to ensure smooth planning and coordination of facility maintenance, services and programs.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Participates as a member of the department's management team in planning, decision making and problem solving.
- Develops annual budgets for Civic Center Complex.
- Coordinates requests of user groups and City's use of Civic Center facilities and recreation buildings throughout the City.
- Supervises full-time, part-time and volunteer staff.
- Supervises and coordinates complex capital improvement, maintenance, construction and/or renovation projects as assigned or budgeted.
- Oversees all Civic Center planning issues, such as design of facility and master planning.
- Serves as production manager, developing, planning and supervising special events and programs as needed.
- Recommends policy changes and additions in relation to Civic Center Complex and related areas.
- Provides training and orientation of part-time and volunteer staff.
- Coordinates and submits deposits of revenues.
- Develops contractual and fee arrangements between user groups and City for Civic Center facilities as well as recreation buildings.
- Reviews and approves all expenditures within the Civic Center division. Checks graphics, disbursements and new articles before being forwarded to the appropriate division.
- Advises groups on facility operation during rental period.
- Manages custodial and other major facility maintenance work.
- Analyzes eligibility of user groups, then schedules and confirms reservations.
- Explains rules and regulations to user groups and gives guided tours when necessary.
- Submits major Civic Center recommendations and acts as liaison to various boards and commissions.
- Promotes the use of the Civic Center and recreation facilities and markets unused times.
- Creates marketing materials such as advertisements and brochures.
- Analyzes events and client responses to improve services and monitor performance.
- Monitors current uses of the Civic Center complex and develops programs to maximize use.
- Manages archival materials.
- Performs other duties as required.

### **QUALIFICATIONS:**

#### **Required Training and Experience:**

Any combination of training and experience substantially equivalent to graduation from an accredited university or college with a degree in recreation, business management or a related field and four years of experience in hotel/motel management or conference

facility management which includes three years in a supervisory role. Appropriate driver's license valid in the State of Maryland.

**Preferred Knowledge, Skills and Abilities:**

- Knowledge of budgeting, grants and policy writing.
- Knowledge of custodial maintenance of building, equipment and products.
- Knowledge of historic information of buildings, furnishings and local areas.
- Ability to speak to various size groups.
- Ability to promote and market the Civic Center Complex.
- Ability to integrate user needs with City facilities and their rules and regulations.
- Ability to match staff capabilities to needs of user groups.
- Ability to coordinate and plan for a diverse group of users with varying needs and interests.
- Ability to establish and maintain effective working relationships with employees, citizens and facility users.